

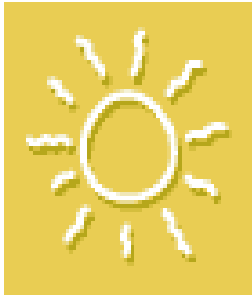


# The CJA Monitor



Volume 2, Issue 4

**Hampton-Newport News Criminal Justice Agency** Summer, 2005



Summer 2005

## Inside this issue

From The Director	1
Success Stories	1
A Day In the Life of a CCD Case Manager	2
CJA By the Numbers	3
Upcoming Events	4



[www.hampton.gov/cja](http://www.hampton.gov/cja)

## From the Director

You may not know this, but the week of July 17-23 is designated as Probation, Parole, and Community Supervision Week in Virginia and across the nation. Each year, this week is designated as a time for

**Probation, Parole, and Community Supervision Week in Virginia and across the nation.**

particular recognition of those working in the

community supervising offenders and the contributions they make to the criminal justice system and public safety.

Like most social and justice professionals, those in community corrections and pretrial services face never-ending battles in workload, budget, and respect issues. The tasks aren't glamorous, no one really understands what we do, and the public doesn't

understand how truly hard most in this area work. The numbers keep climbing and the problems we deal with get more difficult. In spite of it all, we keep trying to help offenders become productive citizens, to provide the courts with needed information, to have an impact on crime and victimization in our communities.

I know that by the time you read this, the

*(Continued on page 4)*

## Success Stories

Each year for the past several years approximately two thousand offenders have been ordered by Hampton and Newport News Courts to complete community service work, resulting in approximately 80,000 hours performed locally every year. All community service hours are performed at public parks, non-profit or charitable organizations, and local, state and federal government agencies.

The sheer number of

community service work hours performed each year in itself is astounding. However, to fully grasp the impact community service work has on both the community and the individual offender, one has to look beyond the statistics, open a file, and read about the individual. There are two stories we'd like to share with you in this issue of the *CJA Monitor*.

In November of 2004 a local college student was assigned to a sat-

ellite office of Social Services to complete 40 hours of community service. He was put to work assisting the elderly and disabled file real estate tax relief forms. Once a week the individual would go to the community center to maintain the computer database and enter information provided by individuals seeking tax relief. The assistance provided by this individual, according to a statement from Social Services, saved that office at least three

*(Continued on page 2)*

## Success Stories

*(Continued from page 1)*

months worth of paperwork.

Not only did Social Services benefit from this assignment, so did the individual performing the hours. During his last meeting with his Community Corrections Officer he stated, *"from the first day I felt welcome at the site and was subsequently eager to help"* and *"I experienced valuable and worthwhile interactions with the people in the community which is something that I had never experienced before. It made me eager and willing to complete my hours."* In fact, the client's experience was so positive, he stated he intended to continue to volunteer at the site even though he had completed all of his hours.

Another successful client story involved an offender who was assigned to the Moton Community Center located in Newport News to complete 100 hours community service.

During his time working at the Community Center the individual observed that the computers in the center were not up-to-date, nor did they have internet capability. Convinced he could make a difference, he assembled a two-man team and wired the entire Community Center making it internet ready. In addition, he updated the software on all the computers in the Community Center, which took him approximately 36 hours over a three-day period. As a result of this individual's hard work, at least 30 children in the after school program are now able to use the 13 available computers each day. This individual saw a need and exhibited initiative by finding a solution to the Community Center's computer needs.

There are many benefits to the Hampton-Newport News Criminal Justice Agency's community service program. In addition to alleviating jail over-

crowding by diverting low risk nonviolent offenders, it supplies community organizations and governmental agencies with free unpaid labor, as well as provides an opportunity for probationers to gain skills and experience that they may otherwise never receive.



*Above: Community Corrections Officer Charlene Johnson. Both of the individuals mentioned in this story were under Mrs. Johnson's supervision.*

For more information on becoming a community service worksite visit our website at [www.hampton.gov/hnncja](http://www.hampton.gov/hnncja) or call Mr. Cecil Collier, Deputy Director at 726-5416.

## A Day In The Life Of A Community Corrections Case Manager

Marcus Dennis has been a Case Manager with the Hampton-Newport News Criminal Justice Agency for three years. A typical work day for Marcus starts at 7:15am. The first hour or so of the day is consumed by catching up on paperwork, returning emails and phone calls and reviewing his calendar; this must be done before the phones start ringing and clients show up for appointments. With an active caseload of over 200, consisting mainly of the most difficult cases that come through the

Agency, every minute of Marcus's day is accounted for.

When Marcus opens his calendar it shows a client scheduled every 15 to 30 minutes. You may say 15 to 30 minutes per person, that's not too bad... see the client, check them out, set another appointment and send them on their way- right? Wrong, it's more than that.

Not only does Marcus have to make sure each client is fulfilling their obligation(s) to the Court in that 15-30 minutes,

he utilizes motivational interviewing techniques to try to determine why the client's problem behavior occurred in the first place, where the problem behavior occurs usually or most frequently, with whom the problem occurs, and what interferes with, interrupts or happens instead of the problem.

Based on what is discovered during these conversation(s) with the client and/or assessments and drug screens, Marcus and the client develop

*(Continued on page 3)*

## *A Day In The Life Of A Community Corrections Case Manager*

(Continued from page 2)

strategies and goals to facilitate a successful completion of supervision and a positive change in the client's attitude and thought process, which studies have shown are key in reducing recidivism. Marcus also may determine that the client may need a service referral such as substance abuse treatment, which he will arrange and monitor.

After scheduling the client's next meeting and sending them on their way, Marcus transcribes all that has transpired into the case management computer system and moves on to the next client, who has most likely already arrived.

Repeat this process 12-15 times, sprinkle it with staff meetings, Court appearances, a few dozen letters to the Courts regarding clients' pro-



Above: Community Corrections Case Manager Marcus Dennis

gress and status, 10 to 20 drug screenings for other officers, a phone that rings every 2 minutes, and you'll start to

see what a typical day is like for a Hampton-Newport News CJA Case Manager.

This flow of clients in and out of the office ceases only at 4:30pm when the Agency's wooden doors are closed and locked; however, most nights you can find Marcus, along with other staff still at their desks, writing reports, making sure letters have been written, documenting files and preparing for the next day.

When you ask Marcus how he's able to do this everyday he says, *"I truly believe that what I do each day makes a difference in the lives of the client and the community in which they live"*

## *CJA By The Numbers: FY2005 Highlights*

Some of the program highlights from FY2005:

### ***Community Corrections***

- ◆ **3,958** individuals placed under supervision
- ◆ Total active average daily caseload of **1,718**
- ◆ **\$9,868** in court costs and fines facilitated
- ◆ **\$30,645** in victim restitution facilitated
- ◆ **78,401** hours of community service performed by clients
- ◆ **953** service referrals for substance abuse testing, education and/or counseling
- ◆ **259** service referrals to Anger Management groups
- ◆ **274** service referrals to Batterer's Intervention
- ◆ **1,954** service referrals to community service

### ***Pretrial Services***

- ◆ **6,370** Defendants investigations completed
- ◆ **912** Bond hearing investigations completed
- ◆ **1,357** Individuals placed under supervision
- ◆ An overall successful completion rate of **88%**
- ◆ An overall failure to appear (FTA) rate of only **3.4%**
- ◆ **547** service referrals for substance abuse testing, education and/or counseling
- ◆ Total active average daily caseload of **316**

### ***Both Pretrial Services & Community Corrections***

- ◆ **583** Simple Screening Instruments for substance abuse were completed
- ◆ **337** Addiction Severity Index Assessments were completed

The mission of the CJA is to promote public safety through the provision of community-based pretrial and post conviction programs, services and criminal justice planning to the Cities of Hampton and Newport News.

**Mission Statement:**

Hampton-Newport News CJA  
136 Kings Street, VA  
Hampton, VA 23669

**From the Director**

*(Continued from page 1)*

week of July 17-23 will be behind us. However, your support, encouragement, and recognition of the CJA and each individual staff member, volunteer, and intern is welcome each and every day of the year...the out-of-the-blue word of thanks and the respect of the Agency and its staff go a long way.

What the CJA accomplishes as a whole is due to the sum of the individuals within and I hope you will join me in recognizing and thanking them for their contributions to public safety in Hampton and Newport News.



**Upcoming Events**

**HNNCCJB:** The Hampton-Newport News Community Criminal Justice Board will resume this fall— dates to be determined

**Sept. 18-21, 2005:** National TASC Annual Conference —Cleveland, Ohio

**Oct. 9-12, 2005:** National Association of Pre-trial Services Agencies (NAPSA) Annual Conference and Training Institute - Houston, Texas

**Oct. 19, 2005:** JJSC Meeting, CSU Conference Room

**Nov. 3-4, 2005:** Virginia Community Criminal Justice Association Annual Meeting & Training Conference — Portsmouth

**Nov. 7-10, 2005:** International Community Corrections Association (ICCA) Annual Conference —Atlantic City, New Jersey

**Editor:** Andy Warriner. Please contact Andy with any comments or updates at: 726-5431 or [awarriner@hampton.gov](mailto:awarriner@hampton.gov).

**Visit our Website at [www.hampton.gov/cja](http://www.hampton.gov/cja)**